Troubleshooting

Problem	Possible Cause	Solution
The doorbell does not sound or flash.	☐ The batteries are not installed correctly. ☐ The batteries are dead. ☐ The push button and doorbell are not synced.	☐ Make sure batteries are installed according to the diagram inside the push button. ☐ Check charge of push button battery and replace if necessary. ☐ Sync the push button and doorbell. ☐ Press and hold the button on the doorbell until the doorbell sounds a “Beep-Beep” and flashes twice. ☐ Press the push button within 30 seconds. The doorbell will sound a “Beep-Beep” tone and flash twice to indicate the push button is synced. ☐ Press the push button to ensure operation.
The batteries seem okay, but the doorbell does not work after installation.	☐ The doorbell or push button is mounted on metal or near metal studs. ☐ The doorbell is mounted near a concrete floor or wall. ☐ The doorbell and push button are installed too far apart.	☐ Metal reduces transmission range. Use 1/4 in. to 1/2 in. (6 to 13 mm) wood shims to move the doorbell or push button away from the metal surface. ☐ Concrete may reduce range. Move the doorbell away from the concrete surface. ☐ Locate the doorbell closer to the push button.
The doorbell sounds and flashes when not intended (false triggers).	☐ The doorbell is receiving interference from another wireless device.	☐ Reset the doorbell and push button. ☐ Remove the push button batteries. Wait 30 seconds. ☐ Press and hold the push button for 10 to 15 seconds within 60 seconds after installing the battery into the push button. ☐ Press and hold the button on the doorbell until the doorbell sounds a “Beep-Beep-Beep-Beep” and flashes four times. ☐ To re-sync the push button and doorbell, press and hold the button on the doorbell until the doorbell sounds a “Beep-Beep” and flashes twice. ☐ Press the push button within 30 seconds. The doorbell will sound a “Beep-Beep” tone and flash twice to indicate the push button is synced. ☐ Press the push button to ensure operation.